



Department of Employee Relations

**Tom Barrett**  
Mayor

**Maria Monteagudo**  
Director

**Michael Brady**  
Employee Benefits Director

**Deborah Ford**  
Labor Negotiator

March 20, 2017

To the Honorable  
The Committee on Finance and Personnel  
Common Council  
City of Milwaukee

Dear Committee Members:

Re: Common Council File Number **161492**

The following classification and pay levels were approved by the Board of Fire and Police Commissioners on **March 16, 2017**:

In the Fire Department, several incentive footnotes for Fire Equipment Dispatcher, PR 5IN were recommended, the Fire Dispatch Supervisor, PR 1AX was recommended for reclassification to Fire Dispatcher – Senior, PR 2FN and two positions were recommended for classification to Fire Dispatch Assistant Manager, PR 1EX and one position of Fire Dispatch Manager, PR 1DX was recommended for reallocation to PR 1GX.

In the Police Department, one new position was recommended for classification to Forensic Ballistics Specialist, PR 2HN with a recruitment footnote and five positions of Network Coordinator – Senior, PR 2GX were recommended for reclassification to IT Support Specialist – Senior, PR 2GN.

The job evaluation reports and letter covering the above position, including the necessary Salary and Positions Ordinance amendments, are attached.

Sincerely,

Maria Monteagudo  
Employee Relations Director

MM:fcw

Attachment: 3 Job Evaluation Reports  
Fiscal Note

C: Mark Nicolini, Dennis Yaccarino, Bryan Rynders, John Ledvina, Nicole Fleck, MaryNell Regan, Fire Chief Mark Rohlfing, Assistant Fire Chief Gerard Washington, Yvette Rowe, Juliet Battle, Chief of Police Edward Flynn, Assistant Chief Carianne Yerkes, Inspector of Police Terrence Gordon, Leslie Siletti, Pamela Roberts, and Dan Rotar



**Job Evaluation Report**

Fire and Police Commission: March 16, 2017

**FIRE – COMMUNICATIONS SECTION**

Current	Request	Recommendation
FIRE EQUIPMENT DISPATCHER PR 5IN (\$46,347 - \$55,825) FN: \$47,969 increment at probation completion FN: 5% additional for training and lead duties FN: recruitment flexibility with DER approval 21 positions	<ul style="list-style-type: none"> <li>• Create an incentive when assigned training and project duties</li> <li>• Create an incentive when assigned to act as Fire Dispatcher-Lead</li> </ul>	FIRE EQUIPMENT DISPATCHER PR 5IN (\$46,347 - \$55,825) FN: \$47,969 increment at probation completion FN: \$58,685 - \$61,056 when assigned lead duties and in rotation for Fire Dispatcher-Senior FN: Additional 7% for acting Fire Dispatcher-Senior FN: recruitment flexibility with DER approval 18 positions
FIRE DISPATCH SUPERVISOR PR 1AX (\$49,655 - \$63,426) 5 positions	<ul style="list-style-type: none"> <li>• Create a senior level dispatcher title</li> <li>• Create two Fire Dispatch Assistant Managers</li> <li>• Study rates of pay</li> </ul>	FIRE DISPATCHER-SENIOR PR 2FN (\$48,294 - \$67,616) FN: Recruitment at \$59,498 6 positions  FIRE DISPATCH ASSISTANT MANAGER PR 1EX (\$58,462 - \$81,844) FN: Recruitment at \$59,732 2 positions
FIRE DISPATCH MANAGER PR 1DX (\$54,865 - \$76,806)	<ul style="list-style-type: none"> <li>• Study rate of pay</li> </ul>	FIRE DISPATCH MANAGER PR 1GX (\$66,435 - \$93,010)

**Background**

This report recommends incentive footnotes for Fire Equipment Dispatchers (FED) who take on higher level responsibility, creates two Fire Dispatch Assistant Managers that will, in coordination with the Fire Dispatch Manager, provide the day-to-day management of the dispatch operations and personnel, and creates a Fire Dispatcher-Senior title to provide operational oversight on each shift.

In 2016 the Fire and Police Commission and Common Council approved a report that created a new pay structure for the classification of Fire Equipment Dispatcher in the Milwaukee Fire Department (MFD). That classification report placed the Fire Equipment Dispatcher into a paraprofessional title and increased the rate of pay for the positions to assist the Milwaukee Fire Department (MFD) with recruitment and retention.

**Work of the Career Ladder Team**

A work group of Fire Equipment Dispatchers, MFD supervisors and Employee Relations staff have worked toward the creation of a career ladder for the Fire Equipment Dispatcher classification in the Communications Section. Some

of the key issues that have emerged in the dialogue between employees and supervisors have been that the current structure does not sufficiently provide for employee development and career progression; and that the current organizational structure needs to be modified to provide clear lines of responsibility, authority, and accountability.

In response to these issues this report recommends additional task rates for FEDs that take on lead responsibilities such as training and creation of standard operating procedures, creates six senior level FED's with responsibility for overseeing the daily operation of a shift, and creates two Assistant Manager level positions responsible for managing and supervising the overall Fire Equipment Dispatcher operation in collaboration with the Fire Dispatch Manager and Fire Information Technology Manager. For the Milwaukee Police Department, a recent report created similar task rates for Emergency Communication Operators that take on lead and training responsibilities. The creation of civilian supervisory positions in the Police Department will be proposed as a part of restructuring in the 2018 budget process.

A final 'career ladder' report that addresses pay progression and credentials will follow in a few months. As a part of this career ladder effort, the team has developed:

- New job descriptions for Fire Equipment Dispatchers that identify training and other lead work responsibilities
- New job descriptions for managers in Technical Communications
- Job Competencies for FEDs and managers
- An assessment methodology for determining an employee's rate of pay within the FED pay range that identifies and assesses an employees' experience, expertise, education, credentials and performance. MFD supervisors and Human Resources staff, Fire and Police Commission staff and DER staff will work collaboratively on this assessment to ensure a valid and fair assessment of employees.

The assessment methodology will be finalized and presented to staff in early spring 2017. Work in MFD continues on the curriculum for training new and current FEDs, internal trainers and lead workers as well as managers. This same process of determining how job responsibilities, competencies and certifications will be linked to pay progression and career advancement is being developed in the Milwaukee Police Department Technical Communications Division for Emergency Communications Operators.

### **Position Changes - Technical Services/Dispatch Division**

- Recommendation:**      **Fire Equipment Dispatcher**      **PR 5IN (\$46,347 - \$55,825)**
- Retain \$47,969 increment at probation completion
  - New task rates of \$58,685 - \$61,056 when assigned lead duties
  - New 7% salary adjustment when assigned to act as Fire Dispatcher-Senior
  - Retain recruitment flexibility with DER approval

Fire Equipment Dispatchers answer and process incoming emergency and nonemergency telephone calls from the public and other parties. The Milwaukee Police Department Technical Communications Division Emergency Communications Operators forward calls from the 911 system to the Fire Department that require firefighting or emergency medical assistance. The type of calls received range from minor to major medical emergencies to stabbings, shootings, fires, auto accidents, downed electrical wires, marine accidents, and others. Callers may be hysterical, panicked, or extremely angry when they call, which makes obtaining information much more difficult.

The vast majority of calls received by Fire Equipment Dispatchers are related to medical emergencies. When speaking with callers, Dispatchers ask a series of scripted questions regarding the issue presented. As the Dispatchers speak with callers, they calm or reassure them as necessary, type information about the call and caller into on-screen forms, dispatch appropriate fire and medical equipment and personnel, and notify field personnel and other required parties. The information that has been typed on-screen is then forwarded to the fire personnel while

they are *en route* to the incident. Importantly, Dispatchers also provide callers with instructions to follow prior to the arrival of fire/medical personnel.

Fire Equipment Dispatchers must determine the number and type of apparatus to dispatch according to location of the incident, nature and severity of the emergency, and established protocols. They also receive and transmit information regarding the call to field personnel via radio. While fire/medical personnel are on the scene, Dispatchers monitor the radio channel or channels so they are able to dispatch any additional equipment or services that may be required.

This report also creates task rates for FED's that take on lead roles such a developing curriculum, providing classroom or peer training, and creating standard operating procedures. The FED's that take on these lead roles are those that will be called upon to act as a Fire Dispatch-Senior when staffing levels require due to vacancies, scheduled vacations or leaves. These task rates provide an incentive to FED's to take on additional responsibility and to be compensated for taking on the full responsibility of a Fire Dispatcher-Senior on for an individual shift.

Footnote Rate	Responsibility
\$58,685 - \$61,056	when assigned lead dispatcher duties
Additional 7%	when assigned to act as Fire Dispatcher-Senior

- Recommendation:**      **Create a Fire Dispatcher-Senior classification**
- **PR 2FN (\$48,294 - \$67,616) with recruitment at \$59,498**
  - **6 positions**

There are currently five positions of Fire Dispatch Supervisor in the Technical Communications Section. The recommendation is to reclassify three Fire Dispatch Supervisor positions and three Fire Equipment Dispatcher positions to the title of Fire Dispatcher-Senior with responsibility for overseeing the daily operation of one shift of the dispatch section. The primary responsibility of the Fire Dispatcher-Senior is to oversee the receipt of emergency, non-emergency and inter-department calls and assure the prompt dispatch of the proper units or agencies to the scene of fire, medical or any other emergency. Duties include maintaining discipline, submitting personnel review reports to managers, assigning duties, conducting coaching and training, maintaining reports and records, and assisting in updating policies and procedures. Depending upon volume of calls, this position does serve as a Fire Equipment Dispatcher. Specific duties and responsibilities include:

- Oversee the daily operation of one shift of the dispatch section. Enforce the rules of the section and the rules and regulations of the department.
- Identify job performance concerns with dispatchers. Coach them in appropriate techniques to enhance job performance
- Train probationary FEDs in proper dispatch procedures, submit evaluations on employees to managers certifying their qualifications for continues employment based on performance, attitude and knowledge
- Maintain understanding of and proficiency in all aspects of computer aided dispatch and communications systems. Participate in the development , implementations and maintenance of the CAD and communications systems
- Work closely with various city and county departments, keeping them informed of incidents that relate to their respective authority. Attend department meetings or training exercises schedules by manager or other higher authority
- Accountable for the timely submission of shift reports and records. Assist in scheduling of personnel for all shifts. Assist in developing and updating dispatch policies and procedures.

- Recommendation:**        **Create a Fire Dispatch Assistant Manager classification**
- **PR 1EX (\$58,462 - \$81,844) with recruitment at \$59,732**
  - **2 positions**

There are currently five positions of Fire Dispatch Supervisor in the Technical Communications Section. The recommendation is to reclassify two Fire Dispatch Supervisor positions to Fire Dispatch Assistant Managers. In collaboration with the Fire Dispatch Manager and Fire Information Technology Manager, the Fire Dispatch Assistant Managers is responsible for quality assurance of Fire Dispatch, new dispatcher training as well as ongoing training for all dispatch staff, performance evaluation and discipline, and administrative upkeep of scheduling, resources and materials. Duties and responsibilities include:

- Manage and supervise the work of Fire Equipment Dispatchers to ensure adherence to performance standards, and proper procedures, provide guidance in handling difficult or complex problems. When appropriate direct operations during large-scale, unusual, or escalating incidents, and during high activity periods.
- Conduct annual performance evaluations and recommend appropriate personnel action. Discuss job performance issues with dispatchers and coach employees. Interpret and communicate dispatch protocol and department policies to dispatch staff. Ensure that department-required notifications are carried out.
- Receive and resolve complaints from citizens, private-sector partners, other city or public safety agencies, and field responders or refer to the proper entity for resolution.
- Work with the technical services personnel to define, document, and resolve problems with the telephone, radio and CAD systems.
- Maintain and keep current all dispatch resource materials/forms/tools, whether electronic or hard copy. Maintain headset and amplifier inventory, and arrange for repairs. Maintain inventory of office supplies (including chairs), EMS kit supplies, and distribute to workstations and personnel as needed.
- Work with Dispatch Manager to design, implement, or evaluate and update Communications Section policies and procedures. Maintain readiness of the Alternate Dispatch site, including equipment checks and inventory of supplies.
- Maintain scheduling and staffing records including voluntary overtime hiring, monthly mandatory overtime hiring, FED Senior deployment, form F-260, and vacation charts.
- Design, plan, organize, and carry out the training program for new dispatchers. Create manuals and other training program course materials. Conduct random dispatcher call reviews of the Priority Dispatch EMD program to measure protocol compliance. Ensure, via observation or training simulation, compliance with resource deployment and radio operation protocols. Create and maintain standardized benchmarks for the new dispatcher training program, including checklists, worksheets, and daily observation reports. Design, plan, organize, and carry out relevant on-going training sessions for all communications section personnel.

- Recommendation:**        **Restructure the Pay Range for Fire Dispatch Manager due to pay compression**
- **PR 1GX (\$66,435 - \$93,010)**

The recommendation is to restructure the Pay Range for Fire Dispatch Manager due to pay compression with the newly recommended title of Fire Dispatcher-Senior, (PR 2FN \$59,498- \$67,616) and Fire Dispatch Assistant Manager (PR 1EX (\$59,732- \$81,844). The current compensation for Fire Dispatch Manager is Pay Range 1DX (\$54,865 - \$76,806). The Fire Dispatch Manager manages the overall operations of the Communications Section in close coordination with the Fire Dispatch Assistant Managers. Duties and responsibilities include:

- Ensure all calls are answered promptly and courteously, as well as the closest appropriate unit that is available is dispatched
- Coordinate operations with various government agencies, business, and other departments within the fire department

- Review all new orders and procedures with the Fire Dispatchers-Senior so they can be carried out on all three shifts
- Prepare efficiency and improvement reports when needed, coordinate any drills or training sessions as prescribed or when needed, enforce all department policies, rules and regulation, as well as maintain discipline within the section
- Administers proper disciplinary action in cases involving the violation of department rules, regulations and policies, review job performances of new dispatchers, making sure they meet the performance standards of the Dispatch Section
- Develop and review dispatchers and Assistant Manager's job performance, making sure they follow the current EMD protocol and dispatch procedures
- Attend various inter-department meeting for the purpose of enhancing efficiency within the department, attend various departmental or governmental meetings, perform public education assignments when needed or directed by the Chief or other Chief Officers.
- Assume personal command of the dispatch section on greater alarms or other extreme emergencies.
- Ensure that all of the equipment used in dispatch operates properly.
- In absence of the Information Technology Manager, may be detailed to perform some of the duties of the Information Technology Manager; and any other duties or responsibility directed by the Information Technology Manager.

The current staffing model for the Communications Section is provided in the following chart.

**Current Fire Communications Section**

Authorized Positions	Title	Pay Range	Minimum	Maximum
21	Fire Equipment Dispatcher	5IN	\$46,347	\$55,825
5	Fire Dispatch Supervisor	1AX	\$49,655	\$63,426
1	Fire Dispatch Manager	1DX	\$54,865	\$76,806
1	Fire Information Technology Manager	1IX	\$75,478	\$105,669

The current staffing model within the Fire Communications Section provides for three or four dispatchers assigned to each shift lead by a Fire Dispatch Supervisor. The Fire Dispatch Manager, in coordination with the Fire Information Technology Manager provides operational oversight of the operations of the 24/7 Communications Section.

The proposed staffing model is provided in the chart below:

**Proposed Fire Communications Section**

Authorized Positions	Title	Pay Range	Minimum	Maximum
18	Fire Equipment Dispatcher	5IN	\$46,347	\$55,825
	Fire Equipment Dispatcher Lead Task Rates		\$58,685	\$61,056
6	Fire Dispatcher-Senior	2FN	\$59,498	\$67,616
2	Fire Dispatch Assistant Manager	1EX	\$59,732	\$81,844
1	Fire Dispatch Manager	1GX	\$66,435	\$93,010
1	Fire Information Technology Manager	1IX	\$75,478	\$105,669

Operational improvements/changes that would be realized through this staffing model include the following:

- Fire Equipment Dispatchers would be paid at a higher increment when assigned lead dispatch functions (\$58,685 - \$61,056) such as updating policies and procedures, curriculum, and assisting in peer training

during work shifts. Dispatchers in this lead function would be in the rotation for Acting Fire Dispatcher – Senior due to vacancies, vacations, or leaves.

- The Fire Dispatcher-Senior (PR 2FN \$59,498 - \$67,616) would have primary responsibility for the daily operation of one shift of the dispatch section and oversee the receipt of emergency, non-emergency and inter-department calls and assure the prompt dispatch of the proper units or agencies to the scene of fire, medical or any other emergency. This includes maintaining discipline and submitting personnel review reports to managers. This position serves as a Fire Equipment Dispatcher as required by the volume of calls. This pay range level will give incentive for Fire Equipment Dispatchers serving in a lead function to take on the higher responsibility of daily operation of a shift.
- The Fire Dispatch Assistant Manager (1EX \$59,732 - \$81,844) would have responsibility for quality assurance of Fire Dispatch, oversight of new dispatcher training as well as ongoing training for all dispatch staff, performance evaluation and discipline, and administrative upkeep of scheduling, resources and materials. This position would take on the supervision and management of the dispatch section in terms of personnel and administrative oversight. The pay range and level proposed for this role is comparable to MPD Safety Division Manager or Fleet Operations and Training Manager. Market salary data for Communications Supervisor positions in comparable 911 PSAPs included a range of \$59,592 - \$78,374 in Dane County and \$62,316.80 - \$82,389 in Waukesha.
- The Fire Dispatch Manager (1GX \$66,435 - \$93,010) provides overall management of the operations of the Communications Section in close coordination with the Fire Dispatch Assistant Managers. This report recommends restructuring the pay for the Fire Dispatch Manager to provide a reasonable differential between this Manager and the Assistant Managers.

### Implementation and next steps

With the implementation of this report, the next steps in the implementation of the career ladder for Fire Equipment Dispatchers will be:

- Finalizing an assessment methodology for determining an employee's rate of pay within the FED pay range that identifies and assesses employees' experience, expertise, education, credentials and performance. MFD managers and Human Resources, Fire and Police Commission, and DER staff will work collaboratively on this assessment to ensure a valid and fair assessment of employees. This assessment will identify job related education, certification, and experiences that will impact an employee's placement within the career ladder. Credentials achieved at any time during 2017 will impact an employee's initial placement into the career ladder.
- Work in MFD continues on the curriculum for training new and current FEDs and managers.
- Promotion of employees into the classification structure proposed in this report will be under the direction of the Fire & Police Commission.

### Action Required – Effective Pay Period 1, 2017 (January 1, 2017)

In the Salary Ordinance, under Pay Range 1AX, delete the title "Fire Dispatch Supervisor" and delete footnote "3" in its entirety; under Pay Range 1DX, delete the title "Fire Dispatch Manager"; under Pay Range 1EX, add the title "Fire Dispatch Assistant Manager (6)" with footnote "6" to read as follows: "(6) Recruitment at \$2,297.38 (\$59,731.88)."; under Pay Range 1GX, add the title "Fire Dispatch Manager"; under Pay Range 2FN, add the title "Fire Dispatcher – Senior (10)" and add footnote "10" to read as follows "(10) Recruitment at \$2,288.38 (\$59,497.88)."; under Pay

Range 5IN, under the title "Fire Equipment Dispatcher (3)(4)(9)(10)", delete designations "2" and "5" and footnotes "2" and "5" in their entirety.; add footnote "9" with footnote to read as follows: "(9) \$2,257.12 - \$2,348.31 (\$58,685.12 - \$61,056.06) when assigned training/project duties and in rotation for Fire Dispatcher – Senior."; add footnote "10" with footnote to read as follows: "(10) Additional 7% for acting Fire Dispatcher – Senior."

Proposed restructuring in 2018 budget.

In the Positions Ordinance, under Fire Department, Support Services Bureau Decision Unit, Technical Services/Dispatch Division, delete five positions of "Fire Dispatch Supervisor" and delete three positions of "Fire Equipment Dispatcher"; add two positions of "Fire Dispatch Assistant Manager", and six positions of "Fire Dispatcher – Senior".

Reviewed By:

  
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Andrea Knickerbocker, Human Resources Manager

Reviewed By:

  
\_\_\_\_\_  
Maria Monteagudo, Employee Relations Director

**Job Evaluation Report**

Fire and Police Commission Meeting: March 16, 2017

**Police Department**

Current	Request	Recommendation
New Position	Integrated Ballistic Identification System Technician To be Studied	Forensic Ballistics Specialist PR 2HN (\$54,865 - \$76,806) FN: Recruitment maybe at any rate in pay range with the approval of DER.

**Action Required**

In the Salary Ordinance, under Pay Range 2HN, add the title "Forensic Ballistics Specialist (14)" and attach footnote designation "(14)".

In the Positions Ordinance, under the Police Department, Investigations & Intelligence Bureau, Intelligence Fusion Center, add one position of "Forensic Ballistics Specialist".

**Background**

The Police Department has requested the classification of a new grant-funded position of Integrated Ballistic Identification System Technician. This Technician will analyze, correlate and disseminate crime gun intelligence derived from the forensic examination of firearms and cartridge casing. The position is assigned to the Intelligence Fusion Center-Crime Intelligence Center that collaborates with Federal, State, and local law enforcement partners. Duties and responsibilities include:

- 60% Examines physical evidence associated with firearms cases, using microscopy, measuring devices, photography and Integrated Ballistic Identification System imaging techniques.
- 15% Handles, operates and test fires a variety of firearms and ammunition following all safety procedures
- 10% Maintains accurate records pertaining to firearm and ammunition examinations and files reports.
- 10% Interprets, analyzes and evaluates the results of IABIS and/or firearm examinations and preparing draft reports based on results
- 5% Cleans and maintains firearms and examination related resources such as bullet recovery systems, ranges and tools.

Minimum requirements include a Bachelor's Degree in forensic science, criminal justice or related field and three years of experience in the field of toolmark or firearms examiner.

This new position will work within the Investigations and Intelligence Bureau of the Police Department, specifically in the Intelligence Fusion Center. Duties will include examining physical evidence associated with firearms cases, coordinating test fires of a variety of firearms and ammunition, and interpreting, analyzing and evaluating the results. Duties will also include cleaning and maintaining firearms and examination related resources.

**Analysis**

In determining the rate of pay for this new position, comparisons can be made to the pay for forensic scientists employed within the Wisconsin Department of Justice crime laboratories. Three such crime labs exist in Madison, Milwaukee and Wausau. These positions perform highly specialized forensic scientific testing, analysis, and research work in one or more of the following areas of specialization for the purpose of analyzing and identifying materials, substances, chemicals, objects, devices, tools, machines and individuals connected to felony criminal investigations:

- Controlled Substance Analysis
- Firearm and Toolmark Examination
- Imaging
- Fingerprint & Footwear Examination
- DNA Analysis
- DNA Databank
- Toxicology
- Trace Evidence Analysis

For purposes of this report the following comparisons were made to positions with the State of Wisconsin Department of Justice:

Title	Minimum	Maximum Recruitment Rate	Maximum
Firearms & Toolmark Examiner	\$35,880.00	\$59,196.80	\$82,492.80
Firearms & Toolmark Examiner-Advanced	\$46,737.60	\$77,126.40	\$107,515.20

Firearms & Toolmark Examiner - State of Wisconsin Department of Justice

Positions in this series perform examinations and comparisons to determine matches of bullets, firearms, cartridge cases, firing pin impressions, and breech block markings. These positions determine the serviceability of firearms in all cases, and establish the proximity of the firearm at the time of discharge. Positions compare tool and toolmark impressions and apply restorative/reconstructive techniques to obliterated serial numbers and other identifying marks on a variety of objects. Positions receive weapons for destruction and maintain computer databases of these weapons. Positions participate in the National Integrated Ballistic Information (NIBIN) program by entering cartridge and bullet images into local and national computer databases.

Positions at the Examiner level work under close progressing to limited supervision. Principles and practices have been learned prior to entrance into this classification series. The emphasis is in developing skills in working with and understanding the forensic processing of firearms, tool marks, serial number restoration, and other analytical procedures used in this unit; and developing an understanding of and applying the statutes, rules, regulations, administrative codes and standards required in the program area. Initial work assignments are well defined and short term in duration. Over time the work assignments become long term or short term with the employee expected to exercise independent judgment in determining specifics and priorities, as the objectives are progressively less clear. The positions may be in contact with outside entities and may have assignments which cross program lines, depending on where the individual employee's performance level is determined. The technical unit leader or supervisor reviews the work to determine the completeness or accuracy and adherence to policy

Firearms & Toolmark Examiner-Advanced – State of Wisconsin Department of Justice

Positions allocated to this level function at the full performance level and independently perform highly complex examinations and comparisons for firearm and toolmark identification. Positions at this level perform all of the duties identified at the Firearm and Toolmark Examiner level and in addition testify in court as an expert witness; perform quality assurance procedures to maintain high standards for a quality work product; prepare confidential reports of laboratory findings; conduct related research; maintain equipment; conduct laboratory tours and training sessions for new section members, as well as for law enforcement and other related groups; may be "on call" to provide law enforcement agencies with technical assistance at crime scenes and autopsies; and consult with and provide assistance to law enforcement personnel relative to the services of the laboratory.

Work at this level is differentiated from the Firearm and Toolmark Examiner level both by the complexity of cases assigned, and the degree of independence the examiner has in the examinations performed. Positions in this class function under general supervision, with general review of casework by peers, advanced level Firearm and Toolmark Examiners and Crime Laboratory Supervisors, where applicable.

Other market cost of labor data for from the Economic Research Institute (ERI) was also considered. This data is from a salary data subscription service to which the Department of Employee Relations subscribes.

25 <sup>th</sup> Percentile	Survey Mean	75 <sup>th</sup> Percentile
\$45,833 - \$55,596	\$49,694 - \$60,584	\$53,390 - \$65,413

Forensic Science Technician Position Overview from ERI

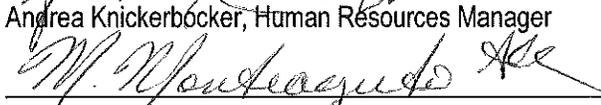
- Investigates crimes by collecting and analyzing physical evidence.
- Applies scientific principles to analysis, identification, and classification of devices, chemical and physical substances, materials, liquids, or other physical evidence related to criminology, law enforcement, or investigative work. Searches for, secures, photographs, and preserves evidence.
- Performs variety of analytical examinations, utilizing chemistry, physics, mechanics, and other sciences.

**Recommendation**

This new position will be a stand-alone position within the Intelligence Fusion Center-Crime Intelligence Center focusing on the physical evidence associated with firearms cases, this report recommends classifying the position at an experienced level in the title of Forensic Ballistics Specialist, Pay Range 2HN (\$54,865-\$76,806). To assist the department in recruiting an experienced candidate for this position this report further recommends the ability to recruit at any rate with the approval of Employee Relations.

In comparison, other positions with similar level of responsibility compensated at this pay range include IT Support Specialist-Lead in DOA-ITMD, Laboratory Information Systems Specialist in the Health Department, and Community Analytics Analyst in DOA-Budget and Management.

Prepared By:   
Andrea Knickerbocker, Human Resources Manager

Reviewed By:   
Maria Monteagudo, Employee Relations Director

**JOB EVALUATION REPORT**

Fire and Police Commission Meeting Date: March 16, 2017

**Police Department – Information Technology Division**

<b>Current</b>	<b>Request</b>	<b>Recommendation</b>
Network Coordinator - Senior 2GX (\$51,469 - \$72,063) 5 positions	IT Support Specialist - Senior PR 2GN (\$56,767 - \$72,063) 5 positions	IT Support Specialist - Senior PR 2GN (\$56,767 - \$72,063) 5 positions
The nature and level of work performed by these positions is consistent with the classification of IT Support Specialist-Senior.		

**Action Required**

In the Positions Ordinance, under the Police Department, Information Technology Division, delete five positions of "Network Coordinator – Senior" and add five positions of "IT Support Specialist – Senior".

**Background**

The Milwaukee Police Department has requested that five positions of Network Coordinator-Senior in Pay Range 2GX be studied for appropriate job classification and pay level, stating a concern that the current minimum rate may not be sufficient to recruit well qualified individuals to perform these jobs. This is a pressing issue because two of these positions are vacant. In studying this request, previous and current job descriptions were reviewed, and discussions were held with Pamela Roberts, Human Resources Specialist and Chuck Burki, Police Information Systems Director.

**Duties, Responsibilities, and Requirements**

As reflected in the revised job description submitted by the department, the primary responsibility of these positions is to maintain, upgrade, and support the following systems and technologies:

- Records Management System (RMS)
- Jail Management System (JMS)
- Automated Reporting System (ARS)
- Computer Aided Dispatch System (CAD)
- MobileCAD (Dispatch Software for Squad Cars)
- In-Car Video System
- Interview Room Video System
- Body Camera Video System
- Intellinetics (Evidence Document Management System)
- TraCS System (Traffic and Criminal Software System)
- i2 iBase Software System (Data Warehouse Software System)
- Netmotion Software System
- 2FA Multifactor Authorization System
- Unitrends Backup System
- Symantec Anti-Virus System
- Kronos Application System
- IWS System (Mug Shot Application System)

- AVI Systems
- Argent Software Monitoring System

The nature of work performed by these positions includes application support, server administration, and related responsibilities:

- Applications support involves responsibility for troubleshooting applications and software for the Department. Position review, analyze and modify programming systems including encoding, testing, and debugging to support the organization's applications systems.
- Server administration work involves responsibility for designing, installing, administering and optimizing department servers and related components to achieve high performance of the various business applications supported by tuning the servers as necessary. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment. Where applicable, this includes assisting in overseeing the physical security, integrity, and safety of the data center/server farm.
- Other duties and responsibilities include assisting in administering warranties for all hardware, software, and peripherals; independently managing small to medium projects that includes supervising contracted individuals and vendors; developing training materials; and training employees.

### Analysis

Many changes have taken place in the operations, technology, and staff of the information technology section since the time these positions were created. New systems have been introduced, operating procedures have changed, new software and hardware has been introduced and upgraded, staff has been added, and the staff's technical knowledge and skill has expanded and increased. At this point, these positions are performing the same type of duties and responsibilities, at the same level of responsibility and knowledge/skill, as positions assigned to the IT Support Specialist series, an established promotional program for information technology employees. That series consists of the following:

#### IT Support Specialist Series

- |                                |        |                     |
|--------------------------------|--------|---------------------|
| • IT Support Specialist-Senior | PR 2GN | \$56,767 - \$72,063 |
| • IT Support Specialist        | PR 2EN | \$50,716 - \$63,426 |

For these positions in the Police Department is recommended that the position authority for both positions be created at the IT Support Specialist-Senior level (PR 2GN \$56,767 - \$72,063). At this level the minimum requirements would include a Bachelor's Degree in Computer Science, Information Systems Management, or Automated Systems Development with a minimum of two years' experience in a Tier 2 applications/systems/desktop support environment.

The Police Department would be able to hire new IT professionals at the IT Support Specialist-Senior level or at the lower IT Support Specialist level (PR 2EN \$50,716 - \$63,426). The minimum requirements for this title are and Associates Degree in Computer Science, Information Systems Management, or Automated Systems Development and at least one year of experience in desktop support and trouble-shooting/repair of computers and printers.

Employees hired at the lower IT Support Specialist level would have the opportunity to be promoted to IT Support Specialist-Senior when they meet the requirements of the higher level position.

In light of the foregoing, is recommended that five positions of Network Coordinator-Senior be reclassified to IT Support Specialist-Senior based upon the level of responsibility and minimum requirements of the position.

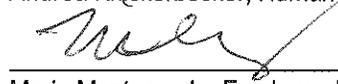
**Recommendation**

It therefore recommended that five positions of Network Coordinator-Senior in Pay Range 2GX (\$51,469 - \$72,063) in the Milwaukee Police Department be reclassified to IT Support Specialist-Senior in Pay Range 2GN (\$56,767 - \$72,063).

Prepared by:

  
\_\_\_\_\_  
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Reviewed by:

  
\_\_\_\_\_  
Maria Monteagudo, Employee Relations Director